

MEET RAJESH

A dedicated BC/BF agent bringing banking services directly to rural doorsteps. See how mobile learning prepares him for everyday real-world banking challenges.

A Day in the Life of a BC/BF Agent

An Interactive Learning Journey Powered by GroomLMS
Empowering Business Correspondents to Drive Financial
Inclusion.

START NARRATIVE ▶

Onboarding local farmers in minutes using mobile-first learning

Rajesh's Morning Challenge: Scaling Digital Banking in the Village



MOBILE ONBOARDING SIMULATOR

Rajesh meets a group of local farmers who are hesitant about digital banking. Through GroomLMS's Role-Based Learning Paths and Product Training Modules, Rajesh has already mastered:

- ✓ Micro-onboarding: Explaining digital accounts in local languages.
- ✓ Zero-setup deployment: Learning on-the-go via mobile browsers.
- ✓ Interactive app walkthroughs: Perfecting the steps before meeting clients.

How Product Training Modules Accelerate Results



Live in Under 5 Minutes

GroomLMS is purpose-built for speed and ease, allowing deployment of new modules across thousands of active agents in minutes.



Onboarding Accuracy Rose 65%

Step-by-step product walkthroughs reduce data-entry errors at source, leading to instant account activation for rural banking clients.

Interactive Scenario: Handling critical KYC compliance on the ground

Scenario 1: The Urgent Customer and the 'Convenient' OTP

CUSTOMER SCENARIO

"I'm running extremely late for work! Can I just leave my documents here, and I'll read the OTP out to you over the phone later when you submit the form?"

How should Rajesh respond?

Option A: Proceed with Onboarding to Save Time

✗ This is a compliance failure! OTP must never be shared or collected later over the phone. Doing so compromises security and fails audits.

✓ Option B: Explain compliance rules and complete live KYC

GroomLMS's Regulatory Course Library equips Rajesh with the confidence to explain that physical verification is mandatory for safety. He politely insists on completing KYC immediately.

Interactive Challenge: Empowering agents to speak the customer's language

Scenario 2: Explaining Crop Insurance to a Confused Village Elder

Elderly farmer, Ramesh, wants crop insurance but is overwhelmed by terms. How should Rajesh handle this?

Choice A **Speak Formal Jargon**

Rajesh reads the bank's terms verbatim using dry English text. Result: Ramesh gets confused, loses trust, and leaves without insurance.

★ **Choice B (Correct)** **Use Local Analogies**

Rajesh uses local analogies comparing insurance to a village safety net, speaking in the local dialect. Result: Ramesh understands immediately and enrolls.

Choice C **Hand out a Booklet**

Rajesh hands over a multi-page physical flyer and tells Ramesh to read it later. Result: The elder cannot read it and feels ignored.

Interactive Quiz: Spotting vishing scam red flags in under 3 seconds

Scenario 3: The Fake 'Head Office' Emergency Phone Call

 **INCOMING CALL**
+91 99011-XXXXXX

"Hello Rajesh! I'm calling from Bank Head Office. Our central server crashed and we need to reset Mrs. Devi's security PIN immediately. Tell me the SMS verification code sent to your terminal, or her account will be blocked forever!"

Can you spot the security red flags?

1. Artificial Urgency

Threatening to block an account 'forever' immediately if the agent doesn't comply.

2. Credentials via Phone

Legitimate banks and Head Offices never ask for passwords, PINs, or OTPs over the phone.

3. Unverified Source

The caller uses an unverified mobile number instead of the official internal branch lines.

Before vs. After: How GroomLMS certification transforms rural operations

The Tangible Impact of Structured Assessment and Testing

✗ BEFORE GroomLMS

Traditional Untrained Agent

- Onboarding errors lead to rejection of KYC forms.
- High risk of audit failures and compliance penalties.
- Slow adoption of digital apps due to lack of standard guidance.
- Poor customer satisfaction due to technical jargon.

✓ AFTER GroomLMS

Certified BC/BF Professional

- 100% compliant data entry with zero onboarding rejections.
- Fully audit-ready with continuous compliance tracking.
- Rapid adoption of digital tools using interactive simulators.
- High trust scores and simple, empathetic customer conversations.

Real-Time Tracking: How the bank monitors Rajesh's compliance score

The Power of GroomLMS Analytics & Reporting

While Rajesh serves rural customers, the Head Office uses the GroomLMS central panel to monitor completion, scores, and readiness in real time across the entire distribution network.

98%

Course Completion

Rajesh finished all onboarding, regulatory, and soft-skill courses on schedule.

94%

Assessment Score

Secured top grades in compliance exams and interactive customer simulators.

100%

Audit Compliance

Fully verified, certified, and ready for regulatory inspection reports.

How GroomLMS brings learning, assessment, and tracking together

All-in-One Enterprise E-Learning Platform

1. ONBOARD

Deploy learning in under 5 minutes.

- Role-Based Learning Paths
- Product Onboarding Modules
- Multilingual Support

2. EMPOWER

Drive active engagement on-the-ground.

- Soft Skills Training
- Scenario-Based Simulations
- Gamified Quizzes & Interactive Scenarios

3. PROTECT

Verify excellence and remain audit-ready.

- Regulatory Course Library
- Assessment & Certification
- Tracking & Audit-Ready Reports

ONE PROGRAM. SMARTER AGENTS. STRONGER IMPACT.

Let's make your LMS journey Simple, Scalable, and Smart.

Start your 14-day free trial and go live in under 5 minutes!

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